

CONGRESSWOMAN ILEANA ROS-LEHTINEN



Proudly Representing Florida's 27th Congressional District

RESOURCES TO HELP YOU RECOVER FROM IRMA

DisasterAssistance.gov is the primary and best one-stop shop for applying for disaster assistance from the federal government.

Visit DisasterAssistance.gov or call 1-800-621-3362

FEMA

- You can seek assistance at any disaster recovery center, including centers in other states by calling **1-800-621-3362** or by visiting these FEMA websites: <https://www.fema.gov/hurricane-irma> and <https://www.fema.gov/states/florida>
- Download the FEMA app for notifications on your mobile device: <https://www.fema.gov/mobile-app>

Shelters

- For information on Florida Disaster and Division of Emergency Management please visit: <http://floridadisaster.org/shelters/> or call Miami Dade County - 311 or - 1-800-342-3557
- If you need immediate assistance regarding shelter, you can also visit <http://www.floridadisaster.org/index.asp>, check with your local officials on where to find a shelter, download the **FEMA app** or text **SHELTER** and your zip code to **4FEMA (43362)**. For example, "SHELTER 01234."
- You can also find shelter by downloading The American Red Cross Emergency App. You can also visit <http://www.redcross.org/hurricane-irma-response-information> or call 305-644-1200.

National Flood Insurance (NFIP) Call Center

- Contact your insurance company to file a claim. If you have flood insurance questions call **800-621-3363** Monday through Friday from 8 a.m. to 6 p.m. and select option 2. Call center staff are available to assist with information regarding your policy, offer technical guidance to aid in recovery and answer other flood insurance questions. You can be transferred to your insurance carrier for additional assistance if you have further questions.

General Health and Welfare

- Florida has several agencies to assist people in need of medical attention. To learn more, call the Department of Health at **850-245-4444** or online at <http://www.floridahealth.gov/>.

U.S. Small Business Disaster Loan Assistance

- After registering with FEMA, businesses and homeowners that would like to apply for SBA loans can do so online at: <http://www.sba.gov/category/navigation-structure/loans-grants/small-business-loans/disaster-loans>.
- IRS has a special toll-free number **866-562-5227** for taxpayers with questions in federally-declared disaster areas.

Washington, D.C. Office

2206 Rayburn HOB, Washington DC 20515

PHONE: (202) 225-3931

FAX: (202) 225-5620

Miami Office

4960 SW 72 Ave, Suite 208, Miami FL 33155

PHONE: (305) 668-2285

FAX: (305) 668-5970



You can also e-mail me at
IRL@mail.house.gov

U.S. Postal Service

- For issues with the United States Postal Service or to locate mail please visit <https://www.usps.com/help/contact-us.htm> or call **255-339-1100**

Veterans Resources

- VA has activated the Pharmacy Disaster Relief Plan in response to Hurricane Irma. Eligible veterans with a VA ID card needing an emergency supply of medications will be able to go to any CVS pharmacy with a written prescription or active VA prescription bottle to receive a 14-day supply.
- Veterans, their beneficiaries, and caregivers may contact the VA's Health Resource Center Disaster Hotline at **1-800-507-4571**, regarding VA health benefits, eligibility, billing, and pharmacy-related inquiries, during the storm period.
- The Florida Emergency Information Line has been activated and is available 24/7 at **1-800-342-3557**.
- FEMA offers advice on coping with a disaster at <http://www.fema.gov/coping-disaster>

General Guidelines from Miami-Dade County

- If you are in a life-threatening situation and need rescue call **911** first.
- If you are unable to connect with your local emergency services, then call the U.S. Coast Guard: **305-953-4617**
- For up to date information in Miami-Dade County please call **311** or visit <http://www.miamidade.gov/emergency/>
- Continue listening to local area radio, NOAA radio or TV stations for the latest information and updates.
- Residents should use mobile apps for County services, power outages, gas stations and traffic updates.
- Continue to monitor your radio or television for up-to-date emergency information.
- Be aware of new safety issues created by the disaster such as washed out roads, gas leaks, and contaminated water.
- Upon returning to dwellings that may have suffered damage, be aware of possible structural, electrical, or gas-leak hazards.
- Electrical power and natural gas or propane tanks should be shut off to avoid fire, electrocution, or explosions.
- Use battery-powered flashlights and lanterns, rather than candles, gas lanterns, or torches.
- If you smell gas or suspect a leak, turn off the main gas valve, open all windows, and leave the house immediately.
- Notify the gas company and the fire department, and do not turn on the lights, light matches, smoke or do anything that could cause a spark.
- Do not return to the house until you are told it is safe to do so.
- Your electrical system may have been damaged. If you see frayed wiring or sparks when you restore power, or if there is an odor of something burning but no visible fire, you should immediately shut off the electrical system at the main circuit breaker.
- Once you have established that no structural, electrical, or gas-related hazards exist in your home, dry and disinfect all materials inside the house to prevent the growth of mold and mildew.
- To report a downed power line call **1-800-4-Outage** or **1-800-468-8243**. Do not call 911 to report downed power lines.